

DELAWARE DEPARTMENT OF JUSTICE
Job Opening

Opening Date: June 5, 2019

Closing Date: June 14, 2019

Investigator for Victim's Compensation Assistance Program, Pay Grade 11
Located in New Castle County at 900 King Street, Suite 4, Wilmington, DE

Job Responsibilities and Duties:

This non-merit position within the Department of Justice as an Investigator receives and processes claims filed with the Victim's Compensation Assistance Program ("VCAP"). This Investigator conducts investigations to substantiate claims and calculates dollar entitlements. Investigations within this position are conducted in accordance with established guidelines of the Delaware Code. This Investigator ensures that available information meets the guidelines, compiles claim information, prepares written reports and assists victims of crime with the VCAP application process. Statewide travel within Kent, Sussex and New Castle County is required. Investigator is case manager for the VCAP application process and works with other law enforcement and service providers to assist victims of crime and their families pay for services which are needed.

Minimum Qualifications:

- Work experience in criminal justice, social service or law enforcement which includes case management, interviewing, outreach, Family Court knowledge and experience reviewing files for VCAP application and awards.
- Customer service experience with the public in a government program which includes knowledge of policies, regulations and laws which need to be met in order to award benefits to crime victims and their families.
- Ability to examine various records and documents in order to ascertain relevant information
- Ability to research, gather, control and evaluate any evidence
- Ability to make judgments after evaluating all available facts and making the recommendation of appropriate action
- Ability to determine compliance and the interpretation of applicable laws, rules, regulations, standards, policies and procedures
- Experience in civil, criminal or administrative hearings
- Ability to communicate both orally and in written communications in the preparation and completion of investigative reports; narrative report writing
- Work experience with health insurance providers desired to ensure they are paid timely and accurately. Experience with Medicaid is desired
- Ability to work with police based advocates and other providers and social services agencies to assist the crime victims and their families with VCAP services in compliance with legal requirements
- Work experience with DELJIS systems

Desired, Not Mandatory, Qualification:

- Bi-lingual in Spanish and English
- **Internal Delaware Department of Justice Applicants:** Please submit an updated Resume or summary of work experience to the Director of Human Resources.
- **External Applicants:** In order to be considered for this position, external applicants must submit Resume and the Delaware Department of Justice Application (please see link): <http://attorneygeneral.delaware.gov/executive/hr/job-application/>
- **OR external applicants can mail Resume and the Delaware Department of Justice Application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6th Floor, Wilmington, DE 19801, OR E-mail to: DOJHR@state.de.us OR Fax to: 302-577-5866. EOE.**